PRINCE CASTLE INC.
WORLDWIDE

A Marmon Retail Services™ Company

625-MFY Service Manual

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Warranty Statement

This product (with the exception of the water tube, part no. 625-197S) is warranted to be free from defects in material and/or workmanship for a period of two (2) years from date of original installation, not to exceed 30 months from date of shipment from our factory. P.C. Boards and Heater Assemblies are warranted for three (3) years from date of installation, not to exceed 42 months from date of shipment. Any component which proves to be faulty in material and/or workmanship will be replaced or repaired (at the option of Prince Castle, Inc.) without cost to the customer for parts or labor. This warranty covers on location service (i.e. trip charges and/or mileage). Travel mileage is limited to 100 miles (200 kilometers) round trip (one trip warranty) from an authorized service agency or its sub-service agency.
This warranty is subject to the following exceptions/conditions:

- Use of any non-genuine Prince Castle parts voids this warranty.
- All labor shall be performed during regular work hours. Overtime premium will be charged to the buyer.
- Damage caused by carelessness, neglect, and/or abuse (e.g., dropping, tampering or altering parts, equipment damaged in shipment, by fire, flood or an act of God) is not covered under this warranty.

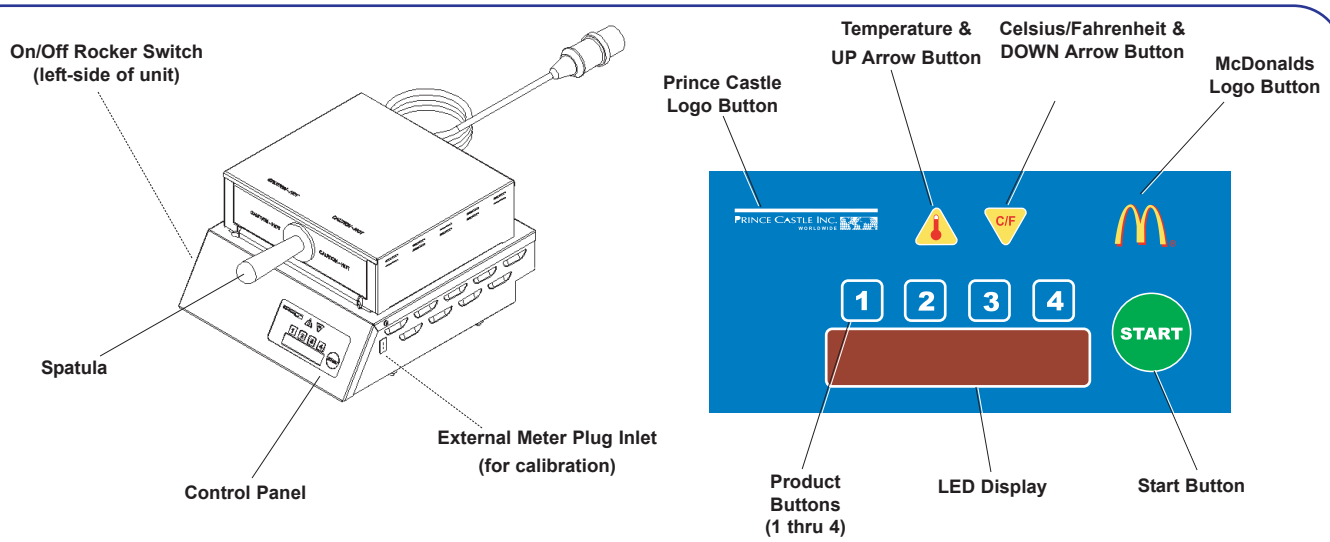
Prince Castle, Inc. 625-515
Printed 11/03

Operation Manual

Steamer

625-MFY

Product Identification



LIMITED WARRANTY

This product (with the exception of the water tube, part no. 625-197S) is warranted to be free from defects in material and/or workmanship for a period of two (2) years from date of original installation, not to exceed 30 months from date of shipment from our factory. P.C. Boards and Heater Assemblies are warranted for three (3) years from date of installation, not to exceed 42 months from date of shipment. Any component which proves to be faulty in material and/or workmanship will be replaced or repaired (at the option of Prince Castle, Inc.) without cost to the customer for parts or labor. This warranty covers on location service (i.e. trip charges and/or mileage). Travel mileage is limited to 100 miles (200 kilometers) round trip (one trip warranty) from an authorized service agency or its sub-service agency.

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SANITATION N11942

PRINCE CASTLE INC.
WORLDWIDE

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Phone: 630-462-8800 • Toll Free: 1-800-PCASTLE
Fax: 630-462-1460 • www.princecastle.com

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Safety Information

WARNING

Indicates information important to the proper operation of the unit. Failure to observe may result in damage to the equipment and/or severe bodily injury or death.

CAUTION

Indicates information important to the operation of the unit. Failure to observe may result in damage to the equipment.

Important

Prince Castle reserves the right to change specifications and product design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions or replacements for previously purchased equipment.

Installation

Remove the unit from the carton and inspect for signs of damage. If there is damage to the unit:

- **notify the carrier within 24 hours of delivery**
- **save carton and packaging materials for inspection purposes**
- **contact your local dealer, or if purchased directly, the Prince Castle Sales Department at 800-722-7853 or 1-630-462-8800 to arrange for a replacement unit.**

WATER CONNECTION REQUIREMENTS

If this is a new installation, accessory - 625-104 Regulatory Assembly Kit is required. You may also need accessory part #625-103 Coil Hose Kit Assembly. Always use area codes for determination.

NOTE: When installing this unit, the ambient temperature at the mounting site should not exceed 37.8°C (100°F) .

CAUTION

All electrical connections must be in accordance with local electrical codes and any other applicable codes.

Plug the unit into an applicable electrical receptacle.
Connect the water line to the back of the unit.

CAUTION

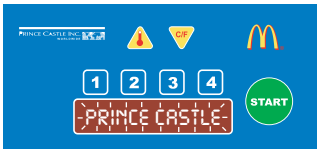
Water connection must provide maximum water pressure of 20-30 psi (138-207 kPa).

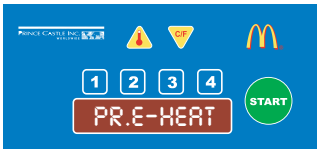
Operation

1 **A. Turn unit power On/Off switch to ON position. The display flashes all segments for 3 seconds. Then display will show** PRINCE CASTLE **for seven seconds.**

B. After ten seconds the display will show PR.E-HEAT.

NOTE: The next-to-left most decimal point appears indicating power is applied to the platen. Platen will heat to the setpoint temperature.

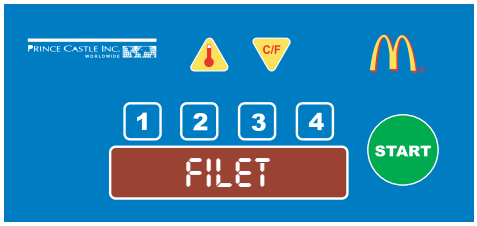




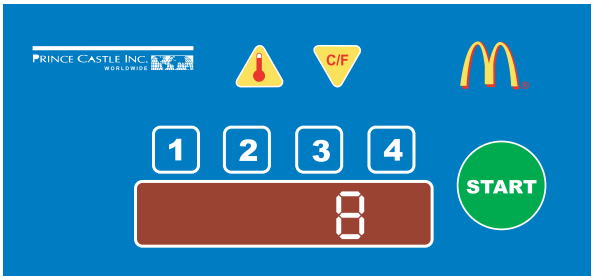
2 **A. When the unit reaches the setpoint temperature, display will show the product name assigned to button 1.**

B. If 1 is the desired product to be steamed, pull out the spatula and place the product onto the spatula, cut side down.

Or press product buttons 2,3, or 4., then place product on the spatula, cut side down.

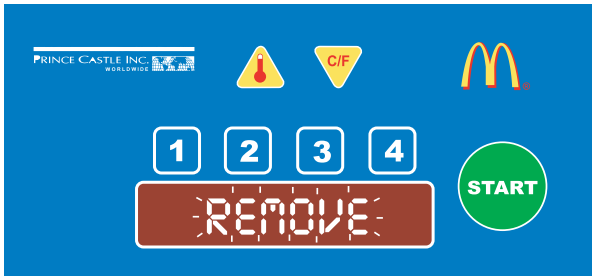


3 **Place the spatula fully into the unit and press the START button. A beep will sound and the display will start to count down the steam cycle. (The countdown will round down to the nearest second. e.g. 11.5 seconds will appear as 11 seconds in the display.**



4 **When steam cycle is complete, the unit will sound a tone and the display will flash** REMOVE.

Pull out the spatula and remove the finished product.



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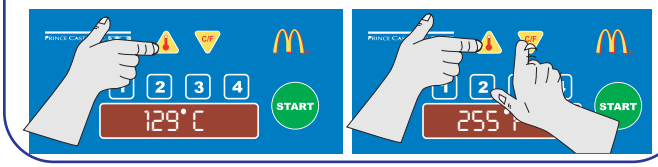
Temperature Calibration

1

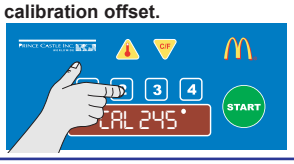
A. Press and hold the TEMPERATURE button. The display will show the current temperature setting for Celsius (C) or Fahrenheit (F).
B. While holding the TEMPERATURE button, press the C/F button to change the setting between Fahrenheit and Celsius.
C. Release the TEMPERATURE button to store the new value.



2

The CAL TEMP mode is used to calibrate the platen temperature with an external meter connected to the meter plug inlet on the bottom right side of the unit. Add ± 5°C (± 10°F) .

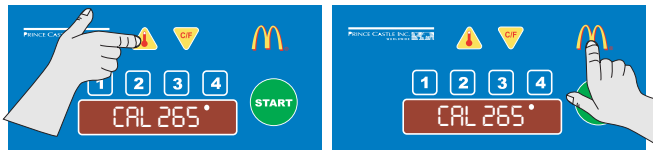
A. Press and hold McDonald's LOGO button and immediately press and hold the TEMPERATURE button. Hold for 6 seconds.
B. The display now shows the current calibration temperature.
C. Press the PRODUCT 2 button to zero any previous calibration offset value. The display will now show the platen temperature without any calibration offset.



3

A. Press the UP or DOWN Arrow buttons until the temperature readout matches the calibration reading.
B. Press the McDonald's LOGO button to store the desired calibration and exit CAL TEMP mode.

NOTE: Pressing the Product 3 button at any time exits the Program mode without storing the change.



Factory Presets

Loading factory presets restores the unit to factory settings and voids all user programmed information.

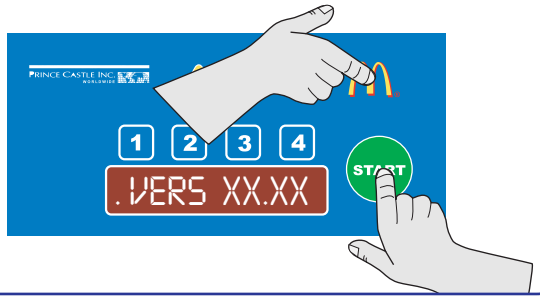
A. During power up, press and hold both PRODUCT 1 and PRODUCT 4 buttons within 3 seconds. The display will flash PRESETS LOADED.
B. Release both buttons.

Default Factory Presets:

ON	OFF	Cycles	Delay
.5	1	6	2.5

View Firmware Version

Press and hold the McDonald's LOGO button first, then press and hold the START button.
The display will show the current firmware version.



Manual Reset

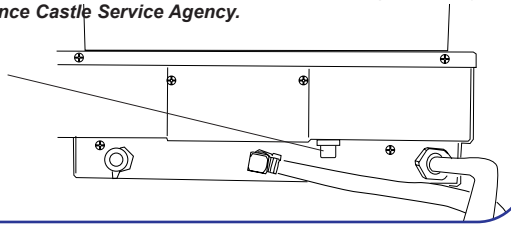
A hi-limit thermostat will turn off electrical power to the platen and control circuits if the unit overheats.

Turn the unit off and allow to cool (approximately 10-15 minutes).

A manual reset is located on the back of the unit. Once the unit has cooled sufficiently, remove the cap and press the manual reset to restart unit . Replace the manual reset cap.

NOTE: If the unit continues to shut-off due to overheating, contact your authorized Prince Castle Service Agency.

Manual Reset



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Programming Product Name & Water Cycle

The Program button menus can be changed to any of the following menu items.

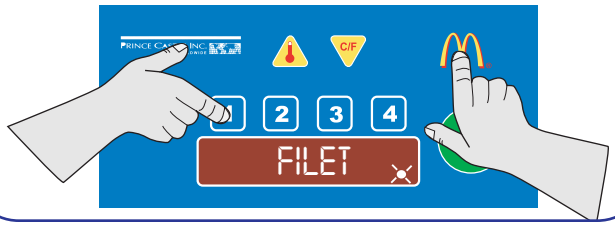
PROD1 thru PROD12 can be selected to program additional product names.

"– – – –" can be used when no product name selection is desired.

Filet	Large	PROD1	PROD2	PROD3
PROD4	PROD5	PROD6	PROD7	PROD8
PROD9	PROD10	PROD11	PROD12	– – – –

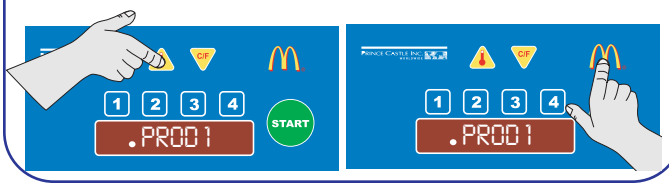
1 A. Press and hold the LOGO button and a PRODUCT button for approximately 6 seconds. The display will show the current assigned product for the button pressed.

NOTE: A decimal point will appear and flash on the right side of the display to indicate Programming mode.



2 B. Press the UP or DOWN Arrow button to scroll through the product selections.
C. Press the McDonald's LOGO button to store the new product name.
To enter custom product names, proceed to step 3.

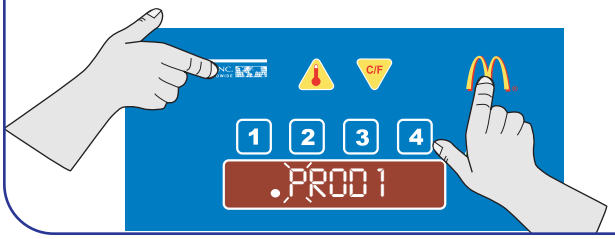
NOTE: Pressing the Product 3 button at any time exits the Program mode without storing the change.



3 Press and hold the Prince Castle LOGO button first, then press and hold the McDonald's LOGO button for 6 seconds.

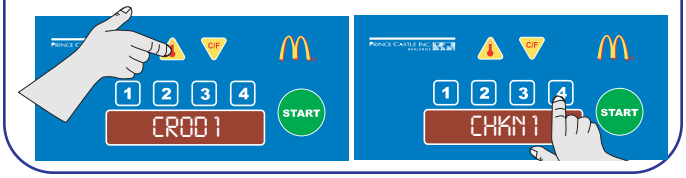
The display will show the product name with the left-most character display or decimal point flashing.

NOTE: Must be in Programming mode (See Step 1A).

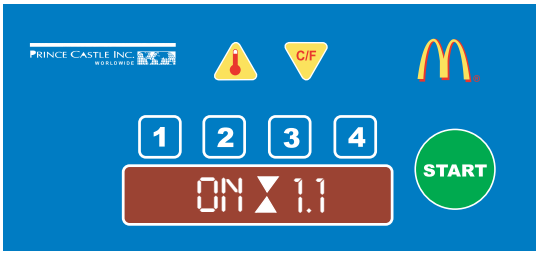


4 A. Press the UP or DOWN Arrow buttons to change the left-most character.
B. Press the Product 1 or Product 4 button to move the cursor to the next character.
C. Repeat steps A and B for each character.
D. Press the McDonald's LOGO button to store the new product name.

NOTE: Pressing the Product 3 button at any time exits the Program mode without storing the change.

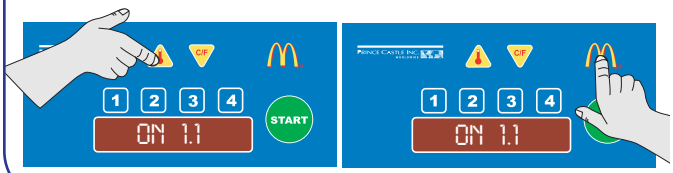


5 The display now shows the product's water valve ON time in seconds.

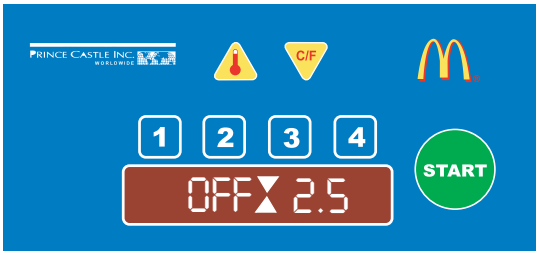


6 A. Press the UP or DOWN Arrow buttons to change the valve ON time.
B. Press the McDonald's LOGO button to store the new valve ON time.

NOTE: Pressing the Product 3 button at any time exits the Program mode without storing the change.



7 The display now shows the product's water valve OFF time in seconds.



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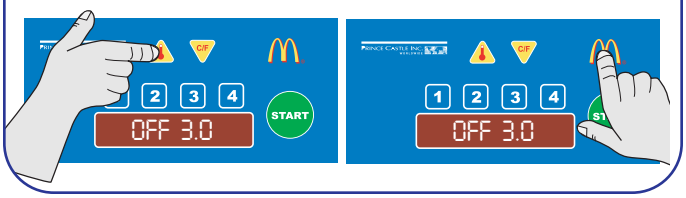
8

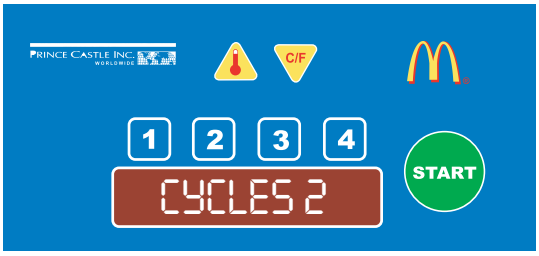
A. Press the UP or DOWN Arrow buttons to change the valve OFF time.
B. Press the McDonald's LOGO button to store the new valve OFF time.

NOTE: Pressing the Product 3 button at any time exits the Program mode without storing the change.



9

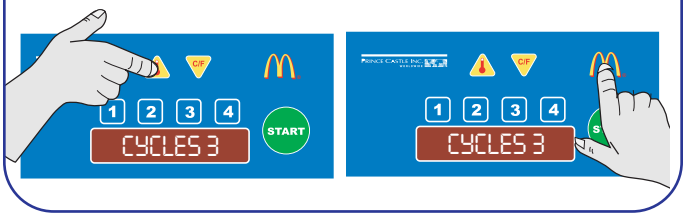
The display now shows the product's number of on-off water valve cycles.



10

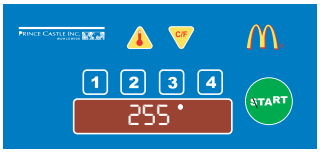
A. Press the UP or DOWN Arrow buttons to change the number of water cycles.
B. Press the McDonald's LOGO button to store the new water cycle number.

NOTE: Pressing the Product 3 button at any time exits the Program mode without storing the change.



11

The display now shows the current product set temperature.



12

Platen temperature can be set between 129°-176°C (265°- 350°F).

A. Press the UP or DOWN Arrow buttons to scroll to the desired temperature.
B. Press the McDonald's LOGO button to store the desired temperature.

NOTE: Pressing the PRODUCT 3 button at any time exits the Program mode without storing the change.

13

The display now shows the time delay between when the product is finished and when the alarm sounds. The delay can be set for 0.0 to 10.0 seconds.

A. Press the UP or DOWN Arrow buttons to scroll to the desired time delay.
B. Press the McDonald's LOGO button to store the desired time and to exit the Programming mode. .

NOTE: Pressing the PRODUCT 3 button at any time exits the Program mode without storing the change.

Factory Pre-Set Temperatures

Factory pre-set temperatures:

Filet: 176°C (350°F)
Large: 176°C (350°F)
PROD1-12: 176°C (350°F)

Error Messages

Error Messages	Action
No Heat Error.	Call service technician.

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Cleaning - Daily PM Tasks

⚠WARNING

Turn the unit off and unplug the power cord from the electrical receptacle. Proceed with caution, unit is still hot!

⚠CAUTION

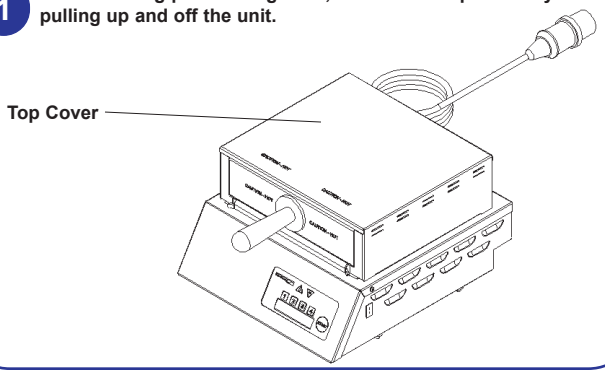
This unit is not watertight. Do not clean with a water jet/jet spray. Do not immerse the unit in water.

Do not use abrasive materials such as scrapers, steel wool, etc. to clean the spatula or steam chamber.

The following equipment is required:

- **McD® All Purpose Super Concentrate (APSC)**
- **McD® Sink Pak Sanitizer McD® APC (Australia only)**
- **McD® Delimer™ (as required)**
- **Clean sanitized towel**
- **Protective (insulated) gloves**

1 **While wearing protective gloves, remove the top cover by pulling up and off the unit.**

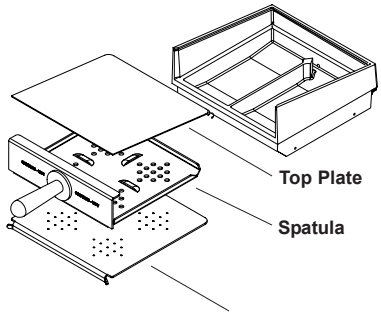


2 **While wearing protective gloves:**

A. Remove spatula.

B. Remove the top plate by carefully sliding it forward and out of the unit.

C. Remove the venturi plate.

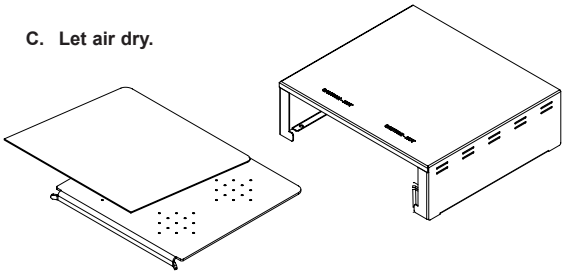


3

A. Wash top cover, top plate, and venturi plate in a solution of McD® APSC / APC made up in the back sink.

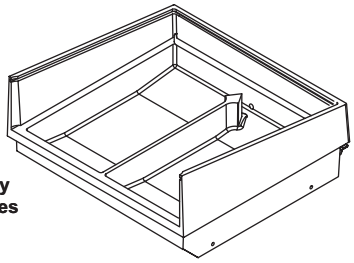
B. Rinse with clean water, and then sanitize in a solution of McD® Sink Pak Sanitizer.

C. Let air dry.

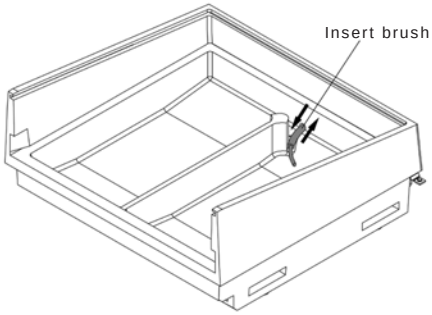


4 **Wipe the steam chamber surface with a clean sanitized cloth.**

OPTIONAL: If the surface shows signs of excessive calcium and lime buildup, dissolve two teaspoons of McD® Delimer™ in a small coffee cup with 100ml of water. Pour half on each side. Allow to sit for 5 minutes. Using a clean sanitized towel, thoroughly rinse and wipe the internal surfaces of the steam chamber.



5 **Use brushes to clean the water tube. Dip the brush in warm water or deliming solution. Insert the brush about 1" into water tube and then remove. Repeat for 30 seconds.**



6 **Wash all external surfaces of the steamer with a solution of McD® APSC / APC. Using the McD® APSC / APC spray bottle, spray directly onto a clean sanitized towel and wipe the unit clean.**

CAUTION

Do not spray directly on the unit or use abrasive cleaners!

Reassemble the unit.

Turn the unit on. When unit is preheated, run a minimum of four cycles to prime the unit and remove any residual cleaner.

It is recommended that the steamers go through a deliming procedure at least once a month. Some hard water areas may require daily, weekly, or biweekly deliming based upon actual buildup.

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Cleaning - Monthly PM Tasks

⚠WARNING

Turn the unit off and unplug the power cord from the electrical receptacle. Proceed with caution, unit is still hot!

⚠CAUTION

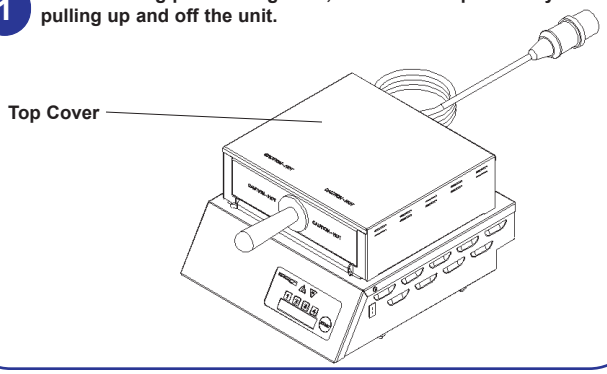
This unit is not watertight. Do not clean with a water jet/jet spray. Do not immerse the unit in water.

Do not use abrasive materials such as scrapers, steel wool, etc. to clean the spatula or steam chamber.

The following equipment is required:

- **McD® All Purpose Super Concentrate (APSC)**
- **McD® Sink Pak Sanitizer McD® APC (Australia only)**
- **McD® Delimer™ (as required)**
- **Clean sanitized towel**
- **Protective (insulated) gloves**

1 **While wearing protective gloves, remove the top cover by pulling up and off the unit.**

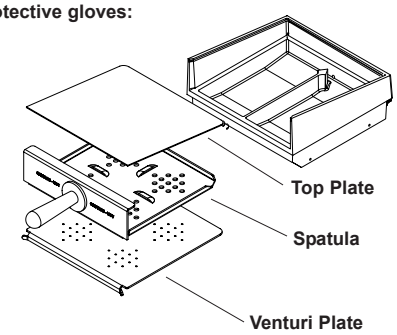


2 **While wearing protective gloves:**

A. Remove spatula.

B. Remove the top plate by carefully sliding it forward and out of the unit.

C. Remove the venturi plate.

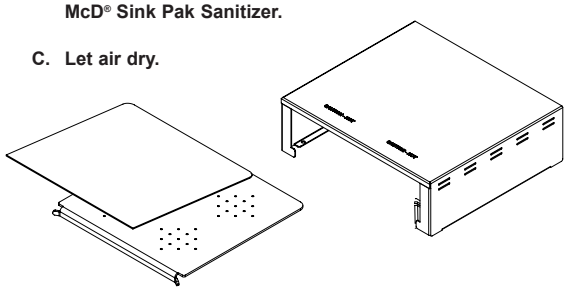


3

A. Wash top cover, top plate, spatula, and venturi plate in a solution of McD® APSC / APC made up in the back sink.

B. Rinse with clean water, and then sanitize in a solution of McD® Sink Pak Sanitizer.

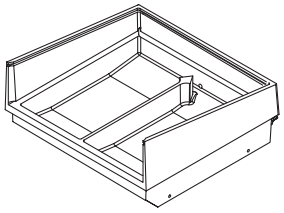
C. Let air dry.



4 **Pour a solution of McD® Delimer™ (one packet per 16 oz. of hot water) into the steam chamber. Let solution soak for at least 15 minutes. Continue with next step while soaking.**

NOTE: Use one packet for monthly cleaning procedure and dispose of the unused solution once the procedure is completed.

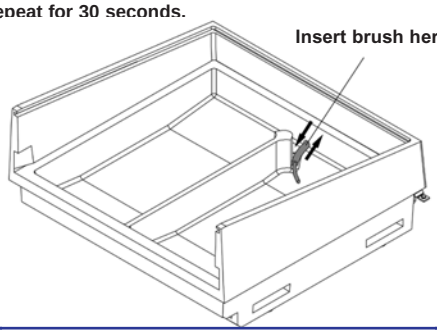
***In hard water areas that require daily, bi-weekly or weekly cleaning, it is possible to use partial packets. Two teaspoons of* McD® Delimer™ can be dissolved in a small coffee cup with 100ml of hot water. The packet can be used for 4 applications.**



IMPORTANT. It is not recommended to leave open packets lying around.

5

A. Use brushes to clean the water tube.
B. Dip brush in warm water or deliming solution and Insert the brush about 1" into water tube and then remove.
C. Repeat for 30 seconds.



6

A. Rinse with clean water.
B. Wash all external surfaces of the steamer with a solution of McD® APSC / APC. Using the McD® APSC / APC spray bottle, spray directly onto a clean sanitized towel and wipe the unit clean.
C. Reassemble the unit.

⚠ CAUTION

Do not spray directly on the unit or use abrasive cleaners!

NOTE:
In areas that are affected by very hard water, a reverse osmosis (RO) water filtration system is an option to reduce accumulation of mineral deposits in the steamer. Contact either a KES or Coca-Cola for recommendations.

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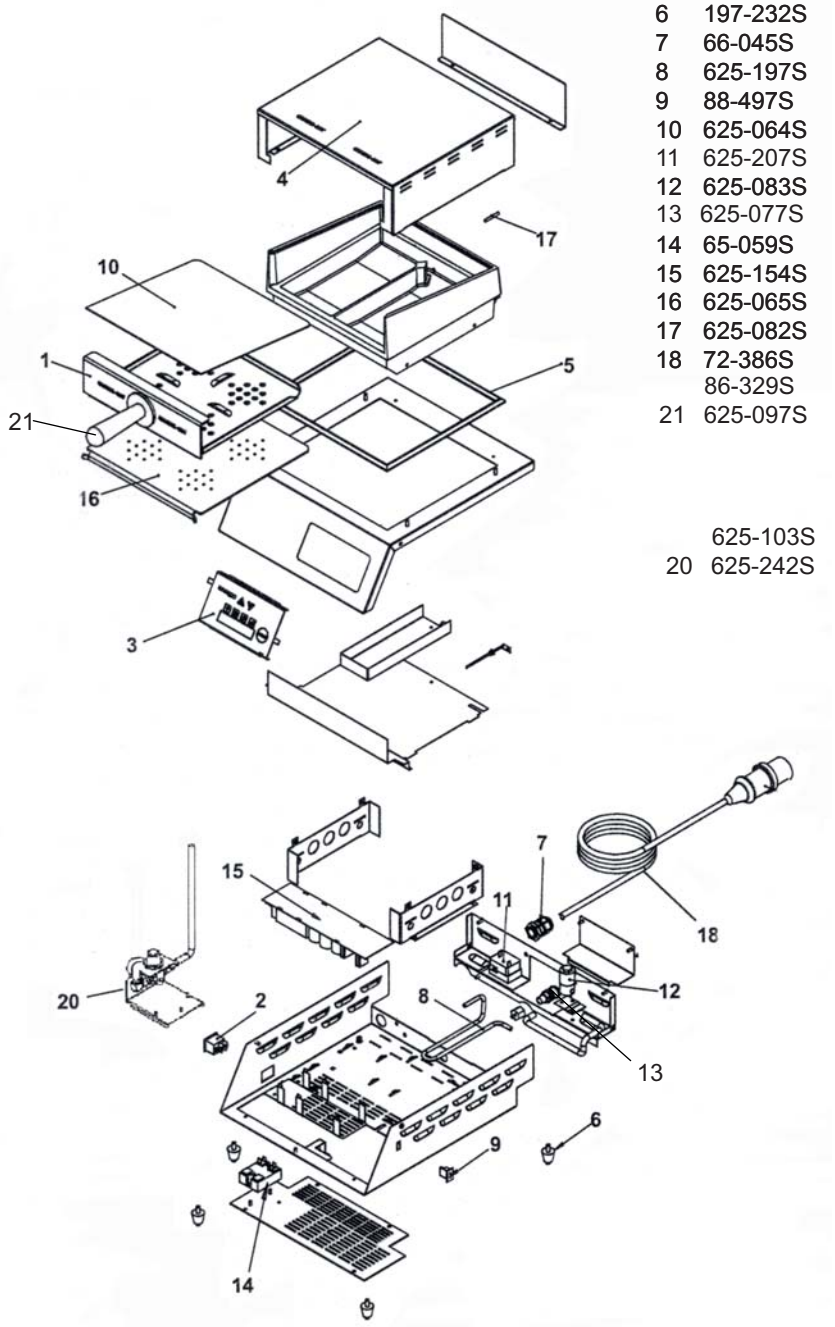
Exploded View and Parts List



Ref.	Part No.	Description	Qty.
1	625-129S	Spatula Assembly	1
2	78-233S	Switch, Rocker, 20A	1
3	625-043S	Membrane Switch Assembly	1
4	625-158S	Cover, Top	1
5	625-130S	Gasket, Silicone	1
6	197-232S	Legs (Pkg. of - 4)	1
7	66-045S	Strain Relief	1
8	625-197S	Tube, Water	1
9	88-497S	Mini-Jack, K-Type	1
10	625-064S	Top Plate	1
11	625-207S	Hi-Limit Thermostat	1
12	625-083S	Water Valve Assembly	1
13	625-077S	Water Valve Connector Kit	1
14	65-059S	Relay, 40A	1
15	625-154S	Power PC Board	1
16	625-065S	Venturi Plate	1
17	625-082S	Probe, 1000 ohm RTD	1
18	72-386S	Line Cord Assembly	1
	86-329S	Tubing Kit (not shown)	1
21	625-097S	Spatula Handel Kit	1

625 Accessories

	625-103S	Coil/Hose Kit (not shown)	1
20	625-242S	Regulator Assembly Kit	1

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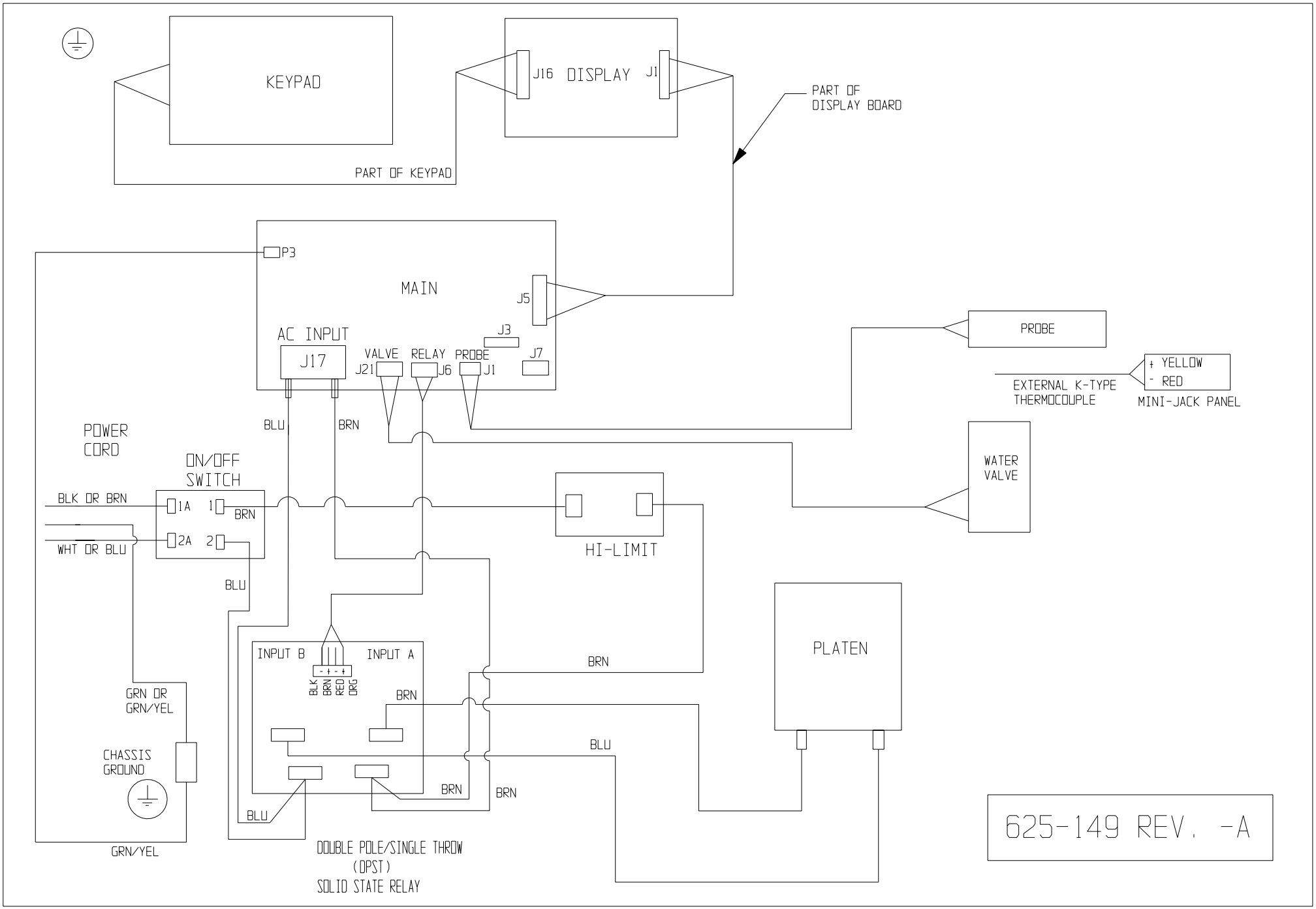
TROUBLESHOOTING GUIDE

PROBLEM	PROBABLE CAUSE	REMEDY
Unit will not heat up; “DISPLAY” is lit. On/Off switch is ON	Loose connections	Check continuity wiring
Unit heats up but will not steam. Display reads “REMOVE” at end of cycle.	Water supply is not connected or shut off. Regulator has pressure set too low	Disconnect water line and check if water is flowing through main water supply. Check water pressure at regulator to ensure unit is receiving water.
	Water delivery tube clogged	Replace water tube
	Defective main PC board or water solenoid	Call service technician
	Water supply line is pinched	Straighten water line
Unit steams continuously	Defective main PC board or water solenoid	Call service technician
Unit is flooded	Water pressure too high	Turn input water regulator to between 20 and 30 PSI
	Defective platen, water solenoid or relay	Call service technician
Bun temperature is too cold	Water pressure too low	Turn input water regulator to between 20 and 30 PSI
	Not enough water CYCLES	Check for proper programming of Filet steam cycles Increase number of CYCLES until desired results are reached
	Water ON cycle too short	Check for proper programming of Filet steam cycles Increase ON time until desired results are reached
	Partially clogged water tube	Clean/de-lime the water tube
Bun temperature is too hot	Water pressure too high	Turn input water regulator to between 20 and 30 PSI
	Water ON cycle too long	Check for proper programming of Filet steam cycles Decrease ON time until desired results are reached
	Too many water cycles	Check for proper programming of Filet steam cycles Decrease number of CYCLES until desired results are reached
Not enough moisture in bun	Water pressure too low	Turn input water regulator to between 20 and 30 PSI
	Platen not hot enough	Increase platen temperature
	Water ON cycle too short	Check for proper programming of Filet steam cycles Increase ON time until desired results are reached
	Not enough water CYCLES	Check for proper programming of Filet steam cycles Increase number of CYCLES until desired results are reached
	Water OFF cycle is too short	Check for proper programming of Filet steam cycles Increase OFF time until desired results are reached
	Partially clogged water tube	Clean/de-lime water tube
	Out of date buns	Use fresh buns
Too much moisture in bun	Water pressure too high	Turn input water regulator to between 20 and 30 PSI
	Water ON cycle too long	Check for proper programming of Filet steam cycles Decrease ON time until desired results are reached
	Too many water CYCLES	Check for proper programming of Filet steam cycles Decrease number of CYCLES until desired results are reached
	Water OFF too long	Check for proper programming of Filet steam cycles Decrease OFF time until desired results are reached
Water is leaking from behind the unit	Water tube not properly pushed into valve	Completely push tube into valve until you feel it click
	Faulty water valve	Call service technician


KEYPAD
J16 DISPLAY J1
PART OF DISPLAY BOARD
PART OF KEYPAD
P3
MAIN
J5
AC INPUT
J17
J3
VALVE J21
RELAY J6
PROBE J1
J7
PROBE
+ YELLOW
- RED
EXTERNAL K-TYPE THERMOCOUPLE
MINI-JACK PANEL
POWER CORD
ON/OFF SWITCH
BLU
BRN
WATER VALVE
BLK OR BRN
1A
1
BRN
WHT OR BLU
2A
2
HI-LIMIT
BLU
INPUT B
INPUT A
BLK BRN RED ORG
PLATEN
BRN
GRN OR GRN/YEL
BRN
BLU
CHASSIS GROUND
BRN
BRN
BLU
GRN/YEL
DOUBLE POLE/SINGLE THROW (DPST) SOLID STATE RELAY
625-149 REV. -A

PRINCE CASTLE INC.
WORLDWIDE

A Marmon Retail Services™ Company

Date: October 27, 2003

To: Service Managers, Engineers, and Technicians

Subject: Technical Troubleshooting Guide for 625-MFY

Attached is the troubleshooting guide for the 625-MFY Rapid Steamer used by McDonald's.

Caution: Unit may be hot!

To access internal components of the steamer: Remove the spatula, covers, and venturi plate. Remove the back screen from behind the platen (This will allow the unit to lay relatively flat when turned over. This is important when reassembling the unit). Turn unit upside down and remove 5 screws holding the access panel. **Use caution when removing the access panel so that you do not dislodge the ribbon cable underneath.** New steamers have a sticker on the unit reminding technician to be careful of the ribbon cable, but some of the older models do not.

Opening the access panel allows access to the power board, relay, display board and membrane switch assembly, and the power switch.

To access the rest of the internal components, you must first open the access panel and disconnect the white ribbon cable from the power board. Also, you must remove the rear cover plate and remove the water tube from the unit. Remove the remaining screws from the bottom and sides of the unit and lift the bottom of the chassis from the top and fold open, revealing the underside of the platen and the rest of the internal components.

Please note that the water tube is a consumable item and is not covered by the warranty.
If you have any questions, please contact the Prince Castle Service Department.

Prince Castle, Inc.
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Ph: (630) 462-8800 • Fax: (630) 462-1460
Toll Free: 800-323-2930

PRINCE CASTLE INC.
WORLDWIDE

A Marmon Retail Services™ Company

625-MFY Troubleshooting Guide

CAUTION! UNIT MAY BE HOT!
Use caution when unit is operating as it produces and emits steam.
Disconnect power to unit prior to doing ANY service work.

Heating Conditions			
Symptom	**Possible Cause**	**Check or Test**	**Remedy**
No heat; display is not lit; On/Off rocker switch is in "On" position but is not illuminated.* *Some units do not have a lighted rocker switch. Verify that switch is in "On" position.	Unit not plugged into 208/240 volt, 50/60 Hz, 30 amp outlet	Verify that the switch is in the "On" position and that the light on the switch is illuminated.	Plug in power cord
	No power to the outlet	Circuit breaker is off or has been tripped	Turn on or reset circuit breaker
	Defective power cord	Measure resistance across the prongs of the power cord. The resistance should be 127 ± 5 Ω.	Replace power cord.
	Defective On/Off switch	Check voltage across terminals 1 and 2 of power switch. If there is no voltage when the unit is "On", switch is defective.	Replace On/Off switch
	Loose connection(s)	Continuity of wiring	Tighten or replace as needed.
No heat; display is not lit; On/Off rocker switch is in "On" position and is illuminated. * *Some units do not have a lighted rocker switch. Verify that switch is in "On" position.	Ribbon cable disconnected or defective.	Verify that white ribbon cable between the display and power board is properly connected and undamaged.	Connect ribbon cable or replace display board.

No heat; display is not lit; On/Off rocker switch is in "On" position and is illuminated (cont.)	Hi-Limit Thermostat is tripped.	Reset Hi-Limit thermostat. If unit does not reset, measure continuity of Hi-Limit Thermostat by disconnecting wires from the Hi-Limit and measuring across the two contacts. A good switch will have a resistance reading of about 2 Ω.	Reset Hi-Limit Thermostat or replace if necessary.
	Defective power board	Verify voltage input to board by measuring voltage output from solid state relay and the continuity of the connecting cable. Measure voltage output on power board between J1-2 and J6-2 (5 V output) and between J1-2 and J21-1 (12 V output). If there is voltage input to the board, but not output, the board is defective.	Replace power board.
	Defective display board	Check that the ribbon cable between the power board and the display board is properly connected and there is no damage to the cable.	Reconnect ribbon cable or replace display board.
Unit will not heat; display is lit; On/Off switch is lit.	Loose connection(s)	Continuity of wiring	Tighten or replace.
	Defective power board	During a steam cycle, measure the voltage between pins 1 & 2 and between pins 3 & 4 of J6. If either voltage measurement is less than 4 volts the board is defective.	Replace the power board.
	Defective solid-state relay	Start a steam cycle and measure the voltage on the output terminals of the relay. The voltage output should be more than 200V. If there is no voltage the relay is defective.	Replace the solid state relay.
	Defective probe	Press temperature button on display. If display constantly reads 385°F (196°C) or higher, the probe is open.	Replace probe.

Unit will not heat; display is lit; On/Off switch is lit.	Defective platen	With power off, measure the resistance across the platen heater terminals. The resistance should be about 15.5 Ω. If there is no resistance reading, the platen is defective.	Replace the entire unit.
	Flooded platen.	Remove spatula, cover, and venturi plate and check if water is continuously seeping onto platen. Steam will be generated continuously while unit is on.	Replace water valve.
Unit Appears to be Heating But Buns Feel Cold After Steam Cycle.	Defective probe	Check temperature display. If temperature constantly reads 385°F (196°C) or higher, the probe is open.	Replace probe assembly
	Venturi plate is in wrong position or clogged.	Verify that venturi plate is in the correct position and clean holes on the venturi plate.	Verify position of venturi plate or clean holes on the venturi plate.
	Weeping water valve.	Remove spatula, cover, and venturi plate. Check if water is continuously seeping onto platen. Steam will be generated continuously while unit it on. If unit is left off for a long period of time, this could also cause the platen to flood.	Replace water valve.
	Water supply not connected or shut off.	• Water connection at regulator. • Water supply line is damaged. • Water supply is on and flowing.	• Connect water supply. • Contact Coca-Cola Co. concerning problems with the water supply line.
	Water regulator is blocked or supply line from regulator is blocked.	Examine supply line for blockage. Remove quick disconnect fitting from back of unit and depress the insert on fitting. Water should flow from fitting.	Replace supply line or water regulator.
	Loose wiring connection to water valve.	Check continuity of valve coil. Ensure 2 pin connector from water valve is seated properly at J21 on power board.	Tighten or replace as needed.

Unit Appears to be Heating But Buns Feel Cold After Steam Cycle.	Defective water valve	Disconnect metal water tube from discharge side of valve. Start a steam cycle. If the water valve operates, water should discharge from the valve (Use a small cup to catch water so that it does not damage the Hi-Limit Thermostat).	Replace water valve.
	Clogged water tube	Check valve to make sure water discharges (see above) then reattach water tube. Remove the spatula, cover, and venturi plate. Start a steam cycle and watch if water is discharged onto the platen.	Replace water tube*. *Water tube is a consumable item and not covered by warranty,
	Defective power board	Turn unit off. Wait until display goes blank. Turn unit back on and immediately measure voltage at 2 pin water valve connection on power board, during the 3 second initialization cycle. If voltage is less than 10 volts during steam cycle, replace power board.	Replace power board.
One bun is warm and the other is cold.	Unit is not level	Screw feet into base completely and then adjust so that unit sits completely level. Remove cover, spatula, and venturi plate and initiate steam cycle. Verify that water is diverted equally to both sides of the platen.	Level unit.
	Venturi plate clogged.	Clean holes in venturi plate.	Clean holes in venturi plate.
Unit overheats* or Hi-Limit Thermostat trips after being reset. *Using the Mini-jack connector or a surface probe on the platen, it is possible to monitor the unit temperature while it is heating.	Defective Hi-Limit Thermostat	Check voltage across platen heater terminals. If there is no power, reset the Hi-Limit Thermostat and check again (Platen will need to cool to below 300°F/148°C before Hi-Limit Thermostat can be reset).	Replace Hi-Limit Thermostat.
	Lime scale buildup on platen.	Ask store to remove spatula, cover, and venturi plate and examine platen for scale build up.	Store should clean platen with de-liming solution.

Unit overheats* or Hi-Limit Thermostat trips after being reset (cont.).	Defective solid state relay.	Start a steam cycle and measure the voltage on the output terminals of the relay. The voltage output should be more than 200V. If there is no voltage the relay is defective.	Replace solid state relay.
	Defective relay cable	Check continuity between pins of cable connecting solid state relay and power board.	Replace power board.
	Defective power board	Verify voltage input to power board by measuring voltage output from solid state relay and continuity of connecting cable (see above). Measure voltage output on power board between J1-2 and J6-2 (5 V output) and between J1-2 and J21-1 (12 V output) If there is voltage input to the board, but not output, the board is defective.	Replace power board.
	Venturi plate is in wrong position or clogged.	Verify that venturi plate is in the correct position and clean holes on the venturi plate.	Verify position of venturi plate or clean holes on the venturi plate.
Display reads "PRE-HEAT" and doesn't reach set point temperature, or takes more than 1 hour to reach temperature.	Defective Probe	If temperature display constantly reads 60°F (15°C) or lower, the probe if shorted. Check for shorted probe wires and repair or replace.	Repair or replace probe as necessary.
	Weeping water valve	Remove spatula, cover, and venturi plate. Check if water is continuously seeping onto platen. Steam will be generated continuously while unit it on. If unit is left off for a long period of time, this could also cause the platen to flood.	Replace water valve.

Water Conditions			
Symptom	**Possible Cause**	**Check or Test**	**Remedy**
No water or not enough water	Water supply not connected or shut off.	• Water connection at regulator. • Water supply line is damaged. • Water supply is on and flowing.	• Connect water supply. • Contact Coca-Cola Co. concerning problems with the water supply line.
	Loose wiring connection to water valve.	Check continuity of wiring. Ensure 2 pin connector from water valve is seated properly at J21 on Power board.	Tighten or replace as needed.
	Defective water valve	Disconnect metal water tube from discharge side of valve. Start a steam cycle. If the water valve operates, water should discharge from the valve (Use a small cup to catch water so that it does not damage the Hi-Limit Thermostat).	Replace water valve.
	Clogged water tube	Check valve to make sure water discharges (see above). Reattach water tube and remove the spatula, cover, and venturi plate. Start a steam cycle and watch if water is discharged onto platen.	Replace water tube*. *Water tube is a consumable item and not covered by warranty.
	Defective power board	Measure voltage at 2 pin water valve connection on power board. If voltage is less than 10 volts during steam cycle, replace power board.	Replace power board
Too much water, platen flooding, constant steaming or buns are too wet	Regulator pressure set too high or faulty regulator	Verify that regulator pressure is set between 25 – 30 psi.	Adjust or replace regulator
	Venturi plate is in wrong position or clogged.	Verify that venturi plate is in the correct position and clean holes on the venturi plate.	Verify position of venturi plate or clean holes on the venturi plate.
	Weeping water valve	Remove spatula, cover, and venturi plate. Check if water is continuously seeping onto platen. Steam will be generated continuously while unit is on.	Replace water valve
	Defective power board	Disconnect water valve connection at J21 on power board. Measure voltage at those points on board. The reading should not be less than 10 volts.	Replace power board

Other Conditions			
Symptom	**Possible Cause**	**Check or Test**	**Remedy**
Non-responsive keypad	Disconnected ribbon cable or defective membrane switch	• Verify that ribbon cable is connected. • Verify that unit is on and heating and that water line is connected.	• Connect ribbon cable. • Replace Membrane Switch Assembly.
No audible signal	Defective power board	There should be an audible signal at the beginning and end of each steam cycle.	Replace power board
Resetting to default program		Turn unit off. Wait for display to go blank. Turn unit back on and immediately press and hold the number 1 button and the number 4 button for 3 seconds. Display will flash “PRESETS LOADED”. Release both buttons.	

What You Need To Know About Your New Steamer

Operation

- Steams two (2) buns in 11 seconds
- *To steam your buns:*
  1) After the steamer has warmed up and the display reads, “FILET,” load buns CUT SIDE DOWN on spatula. Make sure that buns are centered on holes on spatula.

     Note: if the display reads, “----------” and the steam cycle will not begin, press the 1 button. (Do not press the other numbered buttons).
  2) Press START.
  3) Remove buns when display reads, “REMOVE” and alarm has sounded.
- Water pressure should always be between 20-30 PSI.

Operation Tips

- Steamed buns should have an internal temperature of at least 170°F.
- When first turning on the unit, let it warm-up for 20 minutes with the spatula fully inserted to ensure optimal performance.
- Always use fresh buns.

Cleaning

Daily

- Wash top cover, venturi plate and top plate in the sink with McD ASPC / APC. Then sanitize in McD Sink Pak Sanitizer. Lastly, let air dry.
- Wipe steam chamber with sanitized cloth
- Wipe down all external surfaces with McD ASPC / APC.
- Use steamer brush to clean the water tube.

Monthly

- Delime the steam chamber.
  Note: Depending on your water conditions, you may need to de-lime the platen as frequently as once a week.
- Clean/de-lime the water tube.

Steamer Hot Points

CAREFUL!
Some surfaces are hot.

Do NOT operate without cover.
Exposed parts may reach extremely hot temperatures.

Warranty

- Two-years parts and labor
- Items not covered under warranty
  - Water tubes
  - Abuse to unit, including bent covers and spatulas

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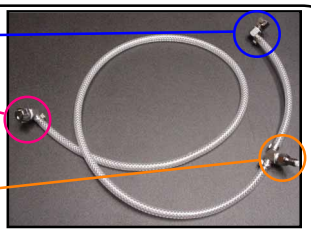
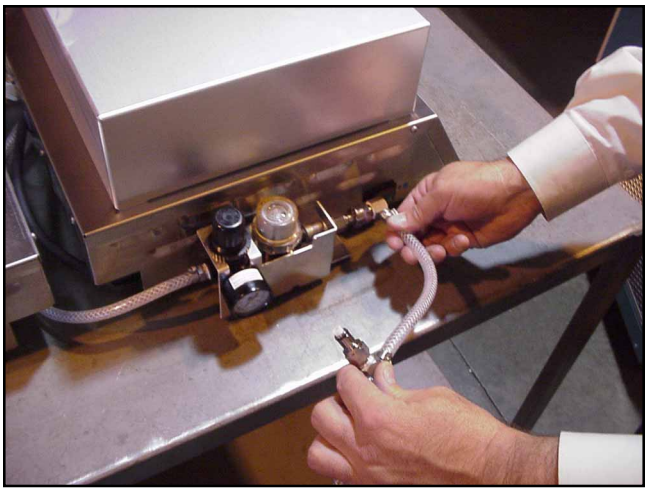
625-MFY Rapid Steamer
Connection of Two Steamers

PRINCE CASTLE INC. WORLDWIDE

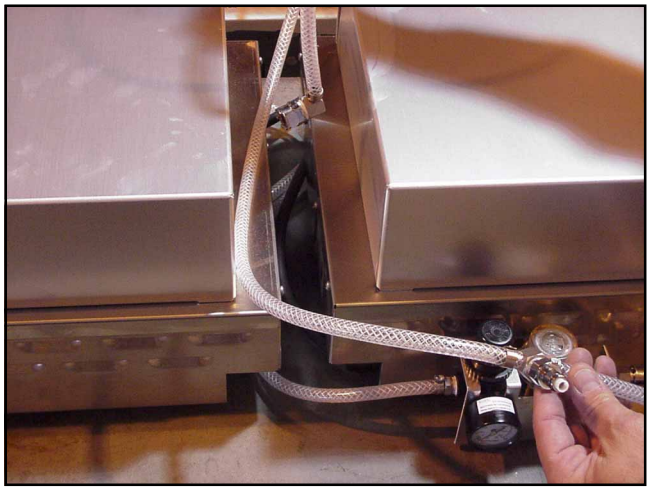
For stores that want to install two steamers, they will need to use the T-Connect Kit. The T-Connect Kit connects the inlet water line to both the steamers.



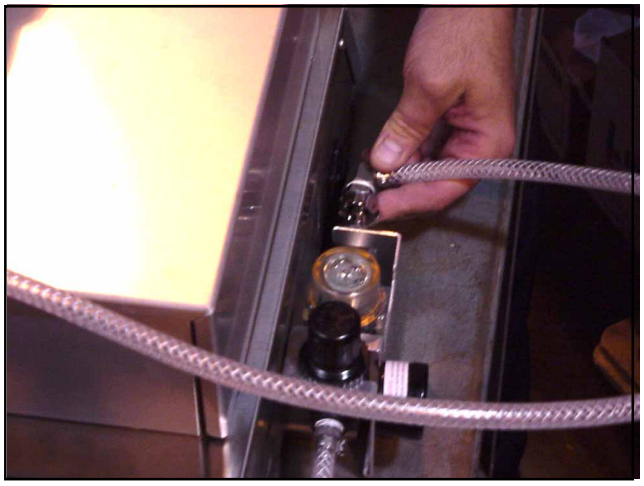
1. Connect the shorter end of T-Connect to the steamer whose regulator is closest to the inlet water
steamer's male end.



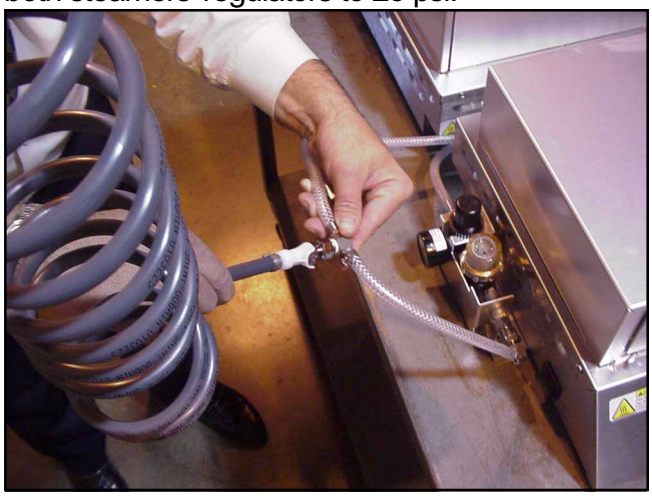
2. Place the long end of the T-Connect tubing in between the two steamers.



3. Connect the longer end of T-Connect to the steamer whose regulator is farthest from the inlet water line. T-Connect's female end to steamer's male end.



4. Finally, connect the inlet water line's female end to the T-Connect's male fitting. The two steamers have been connected to the inlet water line. Set both steamers' regulators to 25 psi.



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Prince Castle Inc.

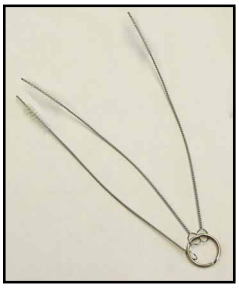
625-MFY Rapid Steamer Water Tube Cleaning

PRINCE CASTLE INC. WORLDWIDE

In areas that have very hard water conditions, scale can accumulate in the water tube, preventing proper water dispensing. Thus, the water tube should be cleaned during the de-liming process as well as during the daily cleaning. It is recommended that the steamers go through a de-liming procedure once a month. Some hard water areas may require daily, weekly, or bi-weekly deliming based on actual build-up.

WARNING:
Turn unit off and unplug the power cord from the electrical receptacle. Proceed with caution. The unit is still hot.

Items needed:
- McDonald's de-limer
- Insulated gloves
- Steamer brushes



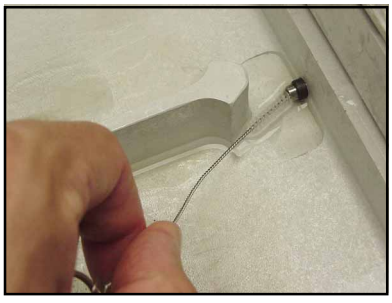
1. Immediately after turning off the unit, prepare the de-liming solution. Add one packet of McD De-Limer to 16 ounces of warm water. To ensure that all of the delimer dissolves, stir solution vigorously. Remove top cover, venturi plate, spatula and top plate.

   WARNING: These pieces are hot.

   Pour the De-Limer into the steam chamber.

2. Let solution soak on the platen for five minutes.

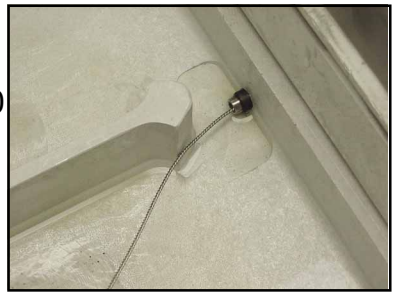
   While de-liming the platen, dampen the bristles of the brush by dipping them in de-limer solution.



3. Insert and remove brush into and out of the water tube to disintegrate any scale build up in the tube. Insert the brush at least 1 inch into the tube.

   Repeat for 30 seconds.

   CAUTION:
   The platen is still hot!



4. If the tube is severely clogged, the tube will need to be removed from the unit and replaced. Refer to the Water Tube Replacement Instructions found in the equipment owner's manual. Additional copies can be ordered from Prince Castle.

PRINCE CASTLE INC. WORLDWIDE
355 East Kehoe Blvd. ● Carol Stream, IL 60188
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625-MFY Rapid Steamer
Water Tube Replacement

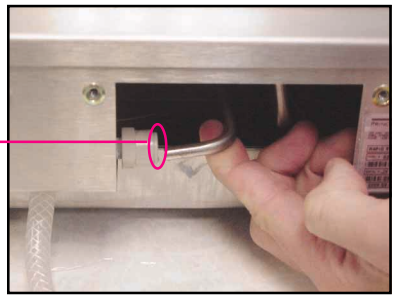
PRINCE CASTLE INC. WORLDWIDE

Stores that have harder water in their areas, may experience scale build-up in their water tubes, thus clogging the tube and preventing water from being dispensed into the steaming chamber. If the tube needs to be replaced, this sheet will illustrate how to replace the water tube.

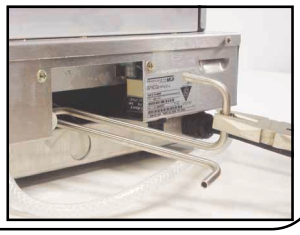
1 First, turn off and unplug steamer. Let steamer cool down. To remove the cover plate that shields the water tube, use a Philips head screw driver to remove the two screws, Next, take off the back plate to access the water tube.

2 To pull the tube out from the water valve, push in the grey disk on the water valve and then slowly slide the tube from the water valve.

Grey disk is here - at end of valve



3 Using pliers, gently pull the tube out from the platen. You may need to softly rock it back and forth. Replace the black insulating sleeve if the original sleeve pulled out with the water tube. To re-install the sleeve, lubricate it with water and push it back into the opening. CAUTION: Platen must be cool.



4 To insert the new tube, first insert the top end through the hole that leads to the platen. The tube will fit through the insulating sleeve.

5 Push the other end of the tube into the water valve. Ensure that you feel it click into place. Gently tug on the water tube to check if it is secure. If the tube slides out, re-install the tube. If tube is improperly installed, water will leak at this point.

6 Finally, re-install the cover plate. Turn on unit and begin a water cycle to check for leaking at the water valve. If leaking occurs at the back panel of the steamer, turn off unit and repeat Step 5.

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Notes